



"People
helping people
help
themselves"

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***Community-Based Options for Youth and Families
Intensive Home and Community-Based Wraparound Services***

Access Site Policy

The State of Indiana advocates for using a Systems of Care approach in providing intensive community-based wraparound services to youth with serious emotional disturbances (SED) and their families. Since 2008, the Division of Mental Health and Addiction (DMHA) has been providing intensive wraparound services for SED youth through the Community Alternatives to Psychiatric Residential Treatment Facilities (CA-PRTF) Demonstration Grant, a community-based treatment option for SED, in lieu of traditional Psychiatric Residential Treatment Facility (PRTF) or State Operated Facility (SOF) levels of care.

The State's successful implementation of the Wraparound services program through the Grant—which was guided by a system of care philosophy and provided according to Wraparound principles—produced positive outcomes for youth and families served and reduced out-of-home placements in Indiana. The CA-PRTF Grant diverted more than 1,600 youth from out-of-home placements in the last five years, with 78% of youth who completed treatment showing an improvement in functioning in at least one life domain.

The centralized service entry point for CA-PRTF Grant services was the Access Site, a DMHA-approved agency able to provide the informational and clinical outreach to the entire System of Care area/region it served. To continue to provide families local access to intensive community-based services, the State wishes to maintain the Access Sites established in each System of Care area/region; and encourage the development of additional regional System of Care Access Sites to ensure adequate access to services for all of Indiana's SED youth and their families.

What is an Access Site?

The DMHA-approved, community-based Access Site is considered the single point of service access and information for youth, families and providers who are in need of resources related to intensive, community-based wraparound services. The Access Site serves as a means to disseminate information to the field about local, State, and Federal funded intensive behavioral health services available to assist in maintaining SED youth within their home and community; and also provides a means for families to explore their youth's eligibility for those services.

Primary Roles and Functions

Each Access Site provides the following functions for the System of Care (SOC) region/area it serves:

- Local resource for providers and families needing information about the full-array of services available to SED youth within the SOC area/region.
- Distribute information about potential State and Federal funded intensive community-based wraparound services available for youth and families.
- Point of access for referrals and families seeking treatment alternatives to PRTF/SOF levels of care.
- Assist in determining youth/family eligibility for state or federally funded community-based wraparound services.
- Assist in the recruitment of DMHA-certified service providers of intensive community-based wraparound services.
- Remain knowledgeable about and compliant with state and federally funded service programming policy, procedure and state expectations for the Access Site role in assisting youth and families in accessing the community-based wraparound services.

Responsibilities and Expectations*

As a DMHA-approved Access Site, the agency is responsible to adhere to the following expectations:

- Assist in determining eligibility of youth for state/federal funded service programs, including provision of eligibility screening, administration of CANS assessment, Level of Care application, and other screening activities, as dictated by the policy and procedure for the specific service program.
- Make interpreters available to the family, when indicated.
- Complete the initial Plan of Care and Crisis Plan with eligible Participants and their family.
- Submit all eligibility screening, assessment and supporting clinical documentation for state or federal funded service programs as required by the specific service program.
- Ensure ineligible applicants and their families receive an appropriate referral to an alternate service option.
- Ensure eligible Participants and families receive the support they need from the point of referral through transfer to a Wraparound Facilitator to begin wraparound services.
- In the case of an eligible Participant, ensure the family is aware of all the available community choices for a Wraparound Facilitator.
- Designate an Access Site contact person to attend the required SOC quarterly meetings in Indianapolis.
- Report basic Access Site referral and outcomes data back to DMHA on a quarterly basis.
- Promote and maintain a SOC philosophy in evaluation, treatment and referral of youth and families within the community.

** Refer to program-specific policy and procedure for the State-mandated timelines associated with Access Site responsibilities and expectations.*

Day-to-Day Functions**

The following represents the typical daily activities associated with being an Access Site:

- Accept calls for new referrals to community-based wraparound services:
 - Explain the available community-based service options.
 - Provide eligibility screening for community-based wraparound services.
 - Route/refer youth and family to appropriate service options and resources.
- Schedule Level of Care assessment appointments for youth/family that may be eligible for state/federally funded wraparound services. Assessment includes completion of the following:
 - Face-to-face assessment with the youth and family.
 - Administration of CANS assessment.
 - Completion of Level of Care application.
 - Any other assessment function or documentation required per the federal/state funded service program.
- Provide families with information and referrals to local treatment and/or supporting resources.

***Refer to program-specific policy and procedure for the State-mandated activities and timelines associated with Access Site day-to-day functions.*

What Access Sites should expect from DMHA/OMPP

The following support and quality improvement activities are provided to the Access Site by DMHA:

- Provision of training and support to provide community-based wraparound services.
- Quarterly on-site visits to provide technical assistance and complete a Quality Assurance Review required by the federal/state funded service program.
- Review Access Site progress, identify areas of concern and resolve issues to ensure successful implementation of state/federally funded wraparound service programs.

How can I become an Access Site?

It is the goal of the State to ensure there is an Access Site established for each SOC area or region in Indiana so that families may easily access state and federally funded community-based wraparound services. DMHA is responsible for evaluating, approving and training the Access Sites in Indiana.

In areas of the State where there is not an established SOC governance, DMHA will work with local providers and stakeholders in the region to assist in developing a SOC or local interagency youth council/organization. An Access Site may be designated by DMHA, in such a situation, based upon a community-supported agency's willingness to commit to establishing and maintaining relationships with stakeholders in the area to assure coordination of care and communication for youth and families accessing community-based wraparound services.

DMHA will approve only one (1) Access Site per SOC area/region. Each SOC area/region must nominate or agree upon the provider agency that will become the Access Site for that area or region; and document the region's intentions in a letter to DMHA.

To become an Access Site, the nominated agency must submit the following information in an Access Plan to DMHA:

- Verify the agency is an active member of the local SOC Governance Committee (i.e., letters from SOC board stating agency is a member, meeting notes, etc.). If there is no governance committee, verification the agency is participating in a local interagency youth council/organization.
- Demonstrate agency's experience with Wraparound Principles (e.g., submitting outcomes reports, trainings hosted, notes from Governance committee meetings, history and documentation showing operationalized wraparound practices) and offer evidence of a plan for ensuring that state or federally funded service program participants will receive services based on same.
- Identify agency's process for addressing:
 - A "No Wrong door" streamlined approach to accepting referrals and provider/family access to information about programs and services.
 - Meeting applicant's immediate needs pending the service screening and enrollment process.
 - Ensuring appropriate referrals for youth/families not eligible for state or federally funded service programs.
 - Ability to provide support and resources for eligible program participants who are awaiting the start date of approved program services.
- Ensure DMHA that the Access Site will follow all provider certification requirements as outlined in the most recently approved state or federally funded wraparound service program plan.
- Funding source(s) for the staff member(s) who will complete the Access Site duties.

All Access Sites are required to submit a letter from their SOC community every three (3) years requesting continuation of that agency as the Access Site for that region. At any time, a community may change the agency that is their Access Site representative; and that can be requested by submitting a written request to DMHA. In the event that an agency no longer wishes to be the designated Access Site for a SOC region, the agency must send a written request to DMHA documenting their resignation as an Access Site and outlining a contingency plan for provision of Access Site services in the region.

Policy/Procedure Approval		
New: Apr 2013	Access Site Policy	
OMPP Approval:		Date:
DMHA Approval:		Date:
Endorsed by the Children's Mental Health Advisory Board:		Date:

